

QUALIFICATIONS

Knowledge of:

Supervision, training, and performance management principles; Techniques, policies, methods, equipment, and procedures used in the supervision and operation of a modern law enforcement dispatch center; Customer service principles and techniques; National, State, and local public safety dispatcher standards and requirements; Law enforcement dispatch center operational and training policies and procedures; Law enforcement and related public safety agencies providing emergency services within the City of Brentwood and Contra Costa County; Modern office procedures, methods, and equipment including computers; English usage, grammar, and spelling; Processes, procedures, and practices of budget preparation and administration.

Ability to:

Establish and maintain effective working relationships with co-workers, supervisors, inter- and intra-agency personnel, and the public; Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures; Accomplish tasks in a controlled and competent manner while working under stress; Communicate clearly and concisely, both orally and in writing; Organize, implement, and direct law enforcement dispatch operations and activities; Select, supervise, train and evaluate assigned staff in a manner conducive to excellent performance and high morale; Develop performance standards, conduct performance evaluations, and participate in disciplinary processes; Understand all aspects of the Police Dispatcher classification; Effectively operate public safety computer systems, radio dispatching consoles, enhanced 9-1-1 telephone systems, and other associated law enforcement dispatch equipment; Understand, interpret, explain, and apply City and departmental policies and procedures; Develop and recommend policies and procedures related to dispatch operations; Understand the organization, operation, and services of the City, Police Department, and outside agencies as necessary to assume assigned responsibilities; Analyze and interpret publications, reports, technical, and numerical information; Courteously respond to community issues, concerns, and needs; Use applicable law enforcement terminology and procedures; Pass a comprehensive law enforcement background

investigation; Testify in court; Read, write, spell, and speak English in a clear and concise manner.

SELECTION PROCESS

Applications will be screened and those applicants possessing the MOST DESIRABLE qualifications will be notified to participate in the examination process. The examination process may include a written test, hands-on computer test, oral interview, pre-employment physical examination, psychological evaluation, and/or background investigation. Travel costs are at the applicant's expense. All applicants will be notified by mail or telephone whether or not they are invited to participate further in the selection process. Candidates placed in this position will be fingerprinted.

Qualified applicants will be considered without regard to race, color, ancestry, religion, national origin, sex, gender, age, disability, medical condition (as defined by State law), marital status or political affiliation. If special accommodations are necessary at any stage of the examination process, notify this department in advance and every attempt will be made to consider your request. The information contained herein does not constitute either an expressed or implied contract and these provisions are subject to change.

IMMIGRATION REFORM / CONTROL ACT

To comply with the Immigration Reform and Control Act, effective November 1986, all potential employees will be required to provide proof of U.S. citizenship or authorization to work in the United States.

SALARY AND BENEFITS

The salary schedule is a five-step range: \$6,515.00 – \$7,919.02 monthly. Benefits include: employer payment up to \$1,326.63/month towards health insurance premium and full family dental and vision insurance, 3% of base salary for shift differential, \$500 per year uniform allowance, up to 26 days' vacation per year depending upon years of employment, fourteen holidays, \$20,000 term life insurance with \$40,000 accidental death insurance, retirement plan under the California Public Employees Retirement System (CalPERS), long term disability insurance, voluntary flexible benefits plan, and the choice of three voluntary deferred compensation plans.

HIRING INCENTIVE

\$10,000 Hiring Incentive

If hired as a Police Dispatch Supervisor, you will earn:

- \$5,000 incentive after successful completion of one year probationary period
- \$2,500 incentive one year after completion of probation
- \$2,500 incentive two years after completion of probation

APPLICATION PROCESS

Required City application may be obtained by visiting the website www.brentwoodca.gov; calling 925-516-5191 or in-person on the first floor Payment Center at Brentwood City Hall 150 City Park Way, Brentwood, CA 94513 from 8:00 a.m. to 5:00 p.m. **Application must be dropped off at the Payment Center on the first floor of City Hall or mailed directly to Human Resources at 150 City Park Way in Brentwood. Accepting applications until filled. Faxes, emails and postmarks will NOT be accepted.**



Invites applications for:

Police Dispatch Supervisor (2 Positions Available)

Monthly Salary:
\$6,515.00 - \$7,919.02

\$10,000 Hiring Incentive*

** Refer to back of flyer for details*

Accepting Applications Until Filled

Brentwood City Hall
First Floor Payment Center
150 City Park Way
Brentwood, CA 94513

**The City of Brentwood is an
EQUAL OPPORTUNITY EMPLOYER**

THE CITY

Brentwood is a pleasant, progressive and growing city of approximately 53,000 residents in Eastern Contra Costa County. A significant number of citizens are Spanish speaking. Brentwood is located in a smog-free valley close to the Delta waterways. The community is served by an excellent school system with new campuses planned in the near future. Los Medanos Community College is located a short distance away. Housing opportunities are varied and affordable.

THE DEPARTMENT AND POSITION

The Brentwood Police Department is authorized 62 sworn positions. Seven Community Service Officers are also employed to handle parking enforcement, abandoned vehicles and other assigned duties. Two Police Dispatch Supervisors and one Information Systems Technician (GIS) are expected to be brought on board in January 2016 to prepare for and assist in opening the new Police Dispatch Center. Additional dispatch staff is expected to be hired in April 2017. Ideal Supervisor candidates will have extensive public safety call-taking and dispatch experience for a California law enforcement agency.

SUMMARY DESCRIPTION

Under general direction of a Police Lieutenant or other assigned supervisory or management staff, supervises, evaluates, and participates in the work of Police Dispatch personnel responsible for complex and confidential law enforcement dispatch operations; participates in the development, implementation, and administration of operational and administrative policies, procedures, and programs; trains, develops, and evaluates dispatch personnel; and performs other duties as required.

IDENTIFYING CHARACTERISTICS

The Police Dispatch Supervisor is responsible for directing and coordinating a variety of complex operational and technical support services related to dispatch operations in the Police Department. This classification is distinguished from the next lower classification of Police Dispatcher by the need for a broader and more detailed understanding of support services and dispatch operations and the responsibility for supervision and training of assigned personnel, including training on the use of the Computer Aided Dispatch system.

This is the supervisory-level classification in the Police Dispatch series and is responsible for the supervision of dispatchers performing routine and complex law enforcement dispatching duties while following City and Police Department policies and procedures. Positions at this level exercise independent discretion and judgment in matters related to work procedures and methods. This is the highest level classification in the Police Dispatch series.

REPRESENTATIVE DUTIES

To view all, please visit www.brentwoodca.gov

- Establish positive working relationships with the public, City management and staff, representatives of community organizations, and state/local agencies and associations using principles of good customer service.
- Supervise, direct, assign work, and evaluate the performance of subordinate staff.
- Supervise dispatch operations to ensure safe work practices, work quality, accuracy, and confidentiality.
- Resolve day-to-day work issues and problems regarding subordinate staff and equipment.
- Provide coordination of multiple emergency situations and major incidents and determine dispatch priority for simultaneous events.
- Make independent decisions and authorize actions in accordance with Department policies and procedures.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Perform the duties of a Police Dispatcher when necessary.
- Participate in the selection, training, development, and evaluation of assigned dispatch personnel.
- Provide or coordinate appropriate staff training, including mandated training and identification of training opportunities and training needs; make training recommendations to Command Staff; maintain training files.
- Participate in the development, implementation, administration, evaluation, interpretation, and updating of administrative and operational dispatch policies and procedures.

- Analyze workload and data regarding dispatch operations to develop and publish efficient and effective work schedules.
- Work with employees to correct deficiencies; recommend discipline and termination procedures.
- Prepare statistical and/or analytical reports on operations as necessary.
- Coordinate and/or participates in the preparation of payroll for dispatch staff for payroll processing; tracks overtime usage; retains and tracks dispatch personnel payroll records.
- Represent the City of Brentwood and the Brentwood Police Department in a courteous and professional manner.
- Perform related duties as required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office environment with extensive public contact and constant interruptions. Police Dispatch Supervisors are required to work evenings, weekends, holidays, and rotating shifts.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate dispatch equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

EDUCATION AND/OR EXPERIENCE

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Police Dispatch Supervisor**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Minimum Qualifications:

- Must be at least eighteen (18) years of age.
- Must be available to work day, swing, graveyard, rotating shifts, holidays and weekends.
- Must be available to work scheduled and emergency overtime and for call back as required.
- Must be available to attend classes, seminars and workshops as required.

Education/Training:

- Equivalent to completion of the twelfth grade supplemented by specialized law enforcement dispatch and supervisory training.
- College course work in criminal justice, management, human resources, or a related field is desirable.

Experience:

Four years of increasingly responsible experience in public safety dispatch activities, at least one year of which is comparable to that of Police Dispatcher with the City of Brentwood. (See www.brentwoodca.gov for job description.)

License or Certificate:

Possession of, or ability to obtain, an appropriate driver's license may be required for some positions. Completion of California Department of Justice Telecommunications training for full access operator and the California Commission on Peace Officer Standards and Training (POST) Public Safety Dispatchers' Basic Course is required. Other requirements: willingness and ability to work any shift, holidays, and weekends; work scheduled and emergency overtime; be available for call back as required; attend classes, seminars, and workshops as required; and comply with department grooming standards.